

KENTUCKY DEPARTMENT OF VETERANS AFFAIRS



Annual Report

1 July 2015 - 30 June 2016

*“Serving those who have served the
Commonwealth and our great Nation.”*

Kentucky Department of Veterans Affairs
Office of the Commissioner
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KDVA Annual Report

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DEPARTMENT OF VETERANS AFFAIRS

MATTHEW G. BEVIN
GOVERNOR

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BG (RET) NORMAN E. ARFLACK
COMMISSIONER

Fiscal year 2016 has been a remarkable and gratifying year for the Kentucky Department of Veterans Affairs (KDVA). During this past year, we maintained our high level of service to our veterans while also initiating additional ways to heighten our appreciation for our veterans. We hosted many events through the year to introduce the new initiatives of honoring our Vietnam Veterans and our Women Veterans.

As of June 1, 2016 there was an estimated 331,000 veterans residing within the borders of the Commonwealth of Kentucky. KDVA serves these veterans in several essential fields of support that include nursing home care, cemetery operations, benefit assistance, homelessness, and women veteran programs. This structure aligns with the United States Department of Veterans Affairs (USDVA) and enhances those federal programs. This report provides details concerning each of these major service areas and provides validation of their effectiveness.

KDVA is committed to fulfilling its mission of caring for Kentucky's veterans and their families. In consideration of their dedication and benevolent service to our nation our veterans deserve no less than superlative service. This report reflects that obligation.

Respectfully,

Norman E. Arflack
Brigadier General, USA Retired
Commissioner, Kentucky Department of Veterans Affairs

“Serving those who have served the Commonwealth and our great Nation.”

Kentucky Department of Veterans Affairs

Annual Report

1 July 2015 – 30 June 2016

INTRODUCTION AND HISTORY

In 1998 Governor Paul Patton created the Kentucky Department of Veterans Affairs (KDVA) and charged the Department with helping veterans and their families obtain all federal, state and local veterans benefits to which they are entitled. The first commissioner began building a Department capable of significantly assisting Kentucky's large veteran population.

"Serving those who have served the Commonwealth and our great Nation"

KDVA's motto identifies the Department's critically important mission: ensuring that Kentucky's veterans receive all the benefits and services they have earned. Today, the Department offers free services and benefits counseling provided by a network of experienced and dedicated paid staff, provides representation before the U.S. Department of Veterans Affairs during formal and informal hearings, and is operating three state-of-the-art veterans' nursing homes. It began construction on the fourth nursing home in 2013. KDVA has opened the first four state veterans' cemeteries, and is developing a fifth. Responding to an unfilled need, the department established a program to help homeless veterans in 2004. It also named a Women Veterans Coordinator to reach out to that underserved population.

MISSION

"Take care of Kentucky's 331,000 veterans and their 601,000 family members."



The mission of the Kentucky Department of Veterans Affairs (KDVA) is defined in KRS Chapter 40.310. The statute provides for services and support to the citizens of the Commonwealth who are veterans of military service, their families, dependents and/or survivors. This group represents almost 20 percent of Kentucky's population.

KDVA helps veterans and their dependents in the presentation, proof and establishment of all claims, privileges, rights and other veteran benefits that they may have under federal, state or local laws. Those other benefits include access to veterans' nursing homes, burial with honors in veterans' cemeteries, counseling, and specific assistance for homeless veterans.

ORGANIZATION

On April 1, 2016, Governor Matthew G. Bevin appointed Norman E. Arflack Commissioner of KDVA. Commissioner Arflack is the Executive Officer of the Department and has the responsibility of the overall operation.

There are three principal areas of responsibility in the Department:(1) field operations and its state-wide network of field benefit counselors; (2) healthcare services provided by state veterans nursing homes in Hazard, Wilmore, and Hanson, with a planned fourth home in Radcliff; and (3) cemetery services through state veterans cemeteries located in Christian, Hardin, Grant, and Greenup counties, with a planned Southeast cemetery in Leslie County.

The KDVA Headquarters is located at 1111B Louisville Road, Frankfort. The Commissioner, Deputy Commissioner, the Directors of both the cemetery and nursing home operations, the KDVA Human Resources branch, and other support staff operate from this location.



*KDVA Commissioner
Norman E. Arflack*

FIELD OPERATIONS

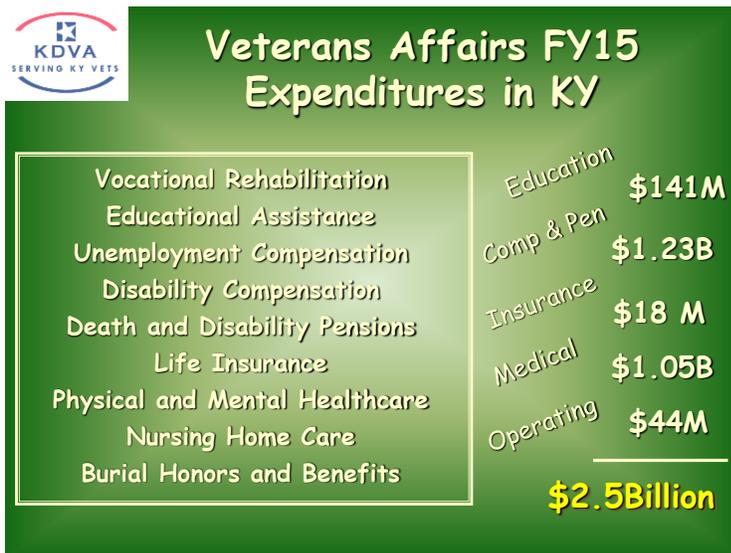
A Branch Manager heads the Field Operations Branch with an office located at 321 W. Main Street, Ste. 390, Louisville.in Louisville. The statewide network includes six (6) Regional Administrators and 19 Veterans Benefits Field Representatives (VBFR). Using this model, and with field benefit offices in 17 locations throughout the state, VBFRs assists veterans in need.

The Regional Administrators and VBFRs are the heart and soul of the field operation. These dedicated men and women, most of whom are veterans themselves, provide counseling, advice and assistance to Kentucky’s veterans. All regional administrators and all of the field representatives receive in-depth training to assist in providing the best service to our veterans and their families.

The Field Operations Branch provides continuing education to staff to keep them current on the constantly changing rules and regulations governing benefits to members of the veterans’ community. The Regional Administrators have an in-depth knowledge of federal veterans’ benefits law and unprecedented access to federal benefits resources and personnel. KDVA’s staff, as accredited representatives by the VA, can represent veterans before the VA in formal and informal hearings.

VBFRs maintain regular and published office hours in almost every county, which they visit at least once a month. In other counties, veterans can call for an appointment. VBFRs maintain close liaison with local elected officials, local veterans’ organizations, other state and local agencies, and local media who may be in contact with veterans who require assistance.

In federal FY 15, the US Department of Veterans Affairs expended \$47 *million dollars* in Kentucky. Thanks to the hard work of the employees of KDVA's Field Operations Branch, Kentucky's veterans and their dependents received \$2.5 billion in direct monetary benefits.



According to the U.S. House of Representatives’ Committee on Veterans Affairs...

“Study after study shows that veterans with representation have a greater chance at recovering their earned benefits than if they are not represented by a VSO, agent, or attorney.”



Compensation and Pension



KDVA does not charge veterans or their families for benefits services. KDVA’s annual budget of \$5.1 million for Headquarters, Field Operations and Cemetery Services has proven to be a huge financial bargain to Kentucky as indicated above, and at the same time, has helped our veterans and their families obtain the benefits they deserve.

In FY 16, the Kentucky State Treasury took in more than \$150 million in tax revenue from the \$2.5 billion in compensation and pension paid to Kentucky’s veterans.

LEGISLATION

The 2015 General Assembly approved and Governor Bevin signed bills related to KDVA's

Women Veterans Program

This bill authorizes KDVA to promulgate regulations for the Women Veterans Program.



Above, Governor Bevin signs SB 128, authorizing the Women Veterans Program.

Occupational Licensure for Veterans

This legislation requires professional licensure/certificates be issued to veterans with appropriate military training and within two years of an honorable discharge.

Service Disabled Veteran Owned Small Businesses

This creates a state certification program for Service Disabled Veterans Owned Small Businesses that will open more contract opportunities to Kentucky's Veterans.



Above, Governor Bevin signs HB 183, creating the SDVOSB certification program.

Welcome Home Veterans Day

The Governor Designates March 30 as "Welcome Home Veterans Day" in the Commonwealth.

Governor's Advisory Board for Veterans Affairs

Allows the Joint Executive Council of Veterans Organizations (JECVO) to recommend two (2) individuals be appointed to the Governor's Advisory Board (GAB).

For more information about the above, please review lrc.ky.gov and Veterans Affairs listed under Bill and Amendment Index – Headings.

WOMEN VETERANS PROGRAM

KDVA proclaimed 2015 as the Year of the Woman Veteran in Kentucky. Ms. LuWanda Knuckles as was hired as the first full-time Woman Veterans Coordinator. Ms. Knuckles is an Iraq and Afghanistan Veteran who previously worked for the KY Army National Guard and remains a Guard member. Ms. Knuckles launched a bold outreach program, attending veteran events throughout the state to promote the Women Veterans Program and encourage women veterans to become involved with KDVA and other women veterans programs.

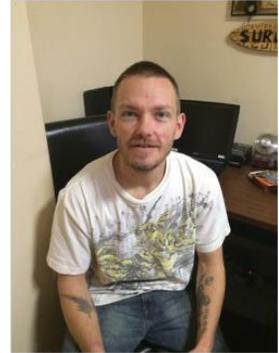
A confidential database of more than 3,300 Kentucky women veterans has developed; Ms. Knuckles continues to work to add the remainder of Kentucky's 24,000 women veterans. KDVA encourages women who have served in the military to join the Kentucky Women Veterans database by emailing LuWanda Knuckles at LuWanda.Knuckles@ky.gov.



The Year of the Woman Veteran continued throughout 2015 and into 2016. Women Veterans Coordinator LuWanda Knuckles quickly became ubiquitous at events throughout the Commonwealth, reaching Women Veterans in cities and small towns, discussing benefits and encouraging group organized around female veterans. She also hosted the first Western Kentucky Women Veterans Regional Conference in Bowling Green, which drew more than 50 women veterans and dozens of advocates, service providers and vendors.

HOMELESS VETERANS PROGRAM

In 2015, the Commonwealth of Kentucky declared its intention to end veteran homelessness by the end of the year, and great efforts were made toward achieving this goal. There are still many homeless veterans living in shelters, with relatives, and even on our streets, but by partnering with other organizations such as the United States Department of Veterans Affairs (USDVA), USACares, and numerous other non-profit organizations, KDVA has reached the point of being able to assist newly identified homeless veterans. There are now programs to help prevent a veteran from losing their utilities, being evicted or going hungry. There are programs to help veterans to become housed if they are homeless.



Above is Billy, in June 2015 on the day he entered the VOA GPD program in Lexington.

There are several Grant Per Diem (GPD) programs throughout the state of Kentucky that are able to offer room and board to homeless veterans with substance abuse and mental illness issues at no cost to the veteran. Veterans can stay in these programs for up to two years while working with case managers and counselors to overcome their addictions, prepare for the workforce, and to overcome any other obstacles they may face. These programs are in Louisville, Lexington, Hopkinsville, and Prestonsburg.



Above is Billy, one year later.

Trina Patty, KDVA's Homeless Veteran Coordinator, also works closely with the USDVA HUD/VASH programs in Louisville and Lexington KY, Marion IL, Nashville TN, and Huntington WV by using our Homeless Veterans Trust Fund emergency assistance program to pay security deposits for homeless veterans who qualify for HUD vouchers. This helps to alleviate some of the financial burden veterans' encounter when first becoming housed.

KDVA contributed \$3,500 to various Stand Down events throughout Kentucky. This allowed for the purchasing of hats, gloves, and socks to distribute to homeless veterans during the cold winter months.

Ms. Patty collaborated with several law enforcement agencies in FY 16 who assisted in distributing emergency blankets during the coldest months of the year and also in identifying homeless veterans who could then be screened for further assistance. Several gunlocks were distributed with the help of the KDVA Youth Council and Sheriff's Departments throughout the state as an attempt to prevent suicide attempts by veterans.

HOMELESS VETERANS TRUST FUND

The Homeless Veteran Trust Fund is not limited to helping veterans obtain emergency housing. The Trust Fund also provides emergency financial assistance to veterans in danger of losing their homes. Veterans can obtain the assistance once in a lifetime for up to \$250 to pay utilities (electric, gas, or water) or past due rent.

FY 16 Milestones

- Total Assistance to Veterans: **\$78,888**
- Veterans Assisted: **347**
- Average Amount of Assistance: **\$227**
- 195 Veterans received rental assistance
- 134 Veterans received utility assistance
- 18 Veterans received temporary housing

Homeless Veterans Trust Fund Fiscal Year 2016		
Carryforward 7/1/2016	\$	34,563.50
Revenue		
Donations	\$	4,786.06
Veterans Program Trust Fund	\$	50,000.00
Interest	\$	63.57
Total Revenue	\$	54,849.63
Expenditures		
Total Assistance Granted	\$	81,380.97
Year End Cash Balance	\$	8,032.16

KENTUCKY VETERANS CENTERS

KDVA provides health services through its Office of Kentucky Veterans Centers (OKVC). The state's first veterans' nursing home, Thomson-Hood Veterans Center (THVC), opened in August 1991. It is a 285-bed facility situated approximately 30 minutes south of Lexington in Wilmore, Kentucky. As of June 30, 2016, there were 250 residents at THVC. Thomson-Hood Veterans Center in Wilmore joined the VA Fall Collaborative in order to reduce falls/injuries.



**Thomson-Hood Veterans Center
Wilmore, Kentucky**



**Eastern Kentucky Veterans Center
Hazard, Kentucky**

Two new nursing homes in the Eastern and Western portions of the state opened in fiscal year 2002. The first resident was admitted to the Western Kentucky Veterans Center (WKVC) on March 14, 2002. Admissions to the Eastern Kentucky Veterans Center (EKVC) began on March 21, 2002. EKVC contains 90 general admission beds and a secure 30-bed unit for those veterans suffering from various types of dementia.

WKVC contains 126 general admission beds and a 30-bed secure unit. In April 2011, KDVA began building three (3) twelve-bed homes at WKVC. The homes are built in the community living center concept. The homes consist of 12 private rooms with private bathrooms, large family style kitchen with a dining room and a large living room. The nursing care provided will be the resident-centered care model. The new home opened in April 2013. As of June 30, 2016, there were 119 residents at WKVC and 107 at EKVC.

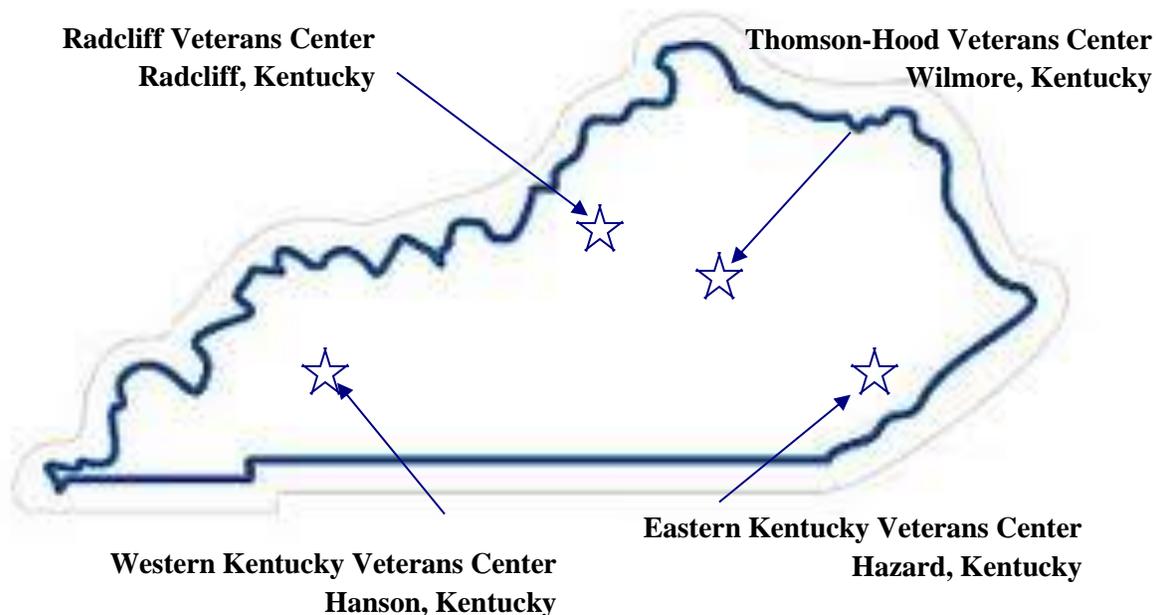
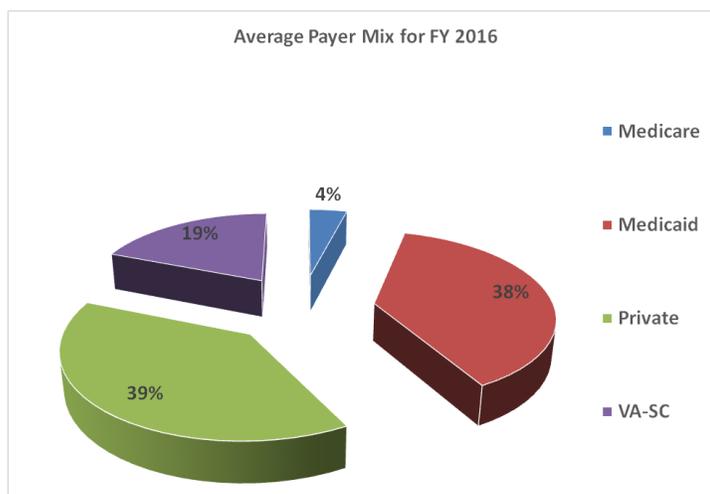


**Western Kentucky Veterans Center
Hanson, Kentucky**

- **For Fiscal Year 2016, we proudly provided over 169,509 patient care days throughout all three of our facilities.**

OKCV COSTS AND INITIATIVES

Kentucky's Veterans Centers strive to contain costs as well as provide continued quality care to veterans. Daily cost of care (the cost of caring for one resident for one day) is now approximately \$330 per day. That equates to a monthly cost of care of \$9,900.00 per resident. All veterans' centers are Medicare and Medicaid certified. Mark Bowman, Executive Director of OKVC, directs the operation of all three state veterans facilities, as well as, the construction of the Commonwealth's 4th facility in Radcliff, Kentucky. Mr. Bowman is a member of the Executive Committee for the National Association of State Veterans Homes as well as a Board member of the Kentucky Association of Health Care Facilities.



Office of Kentucky Veterans Centers FY 2016 Events



Governor Bevin visiting with staff and residents at Western Kentucky Veterans Center in Hanson.



Resident veterans participated in the Honor Flight to view their monuments in Washington, D.C.



THVC's annual Veterans Appreciation Picnic featured the 80 percent-size replica of the Vietnam Veterans Memorial in Washington D.C.

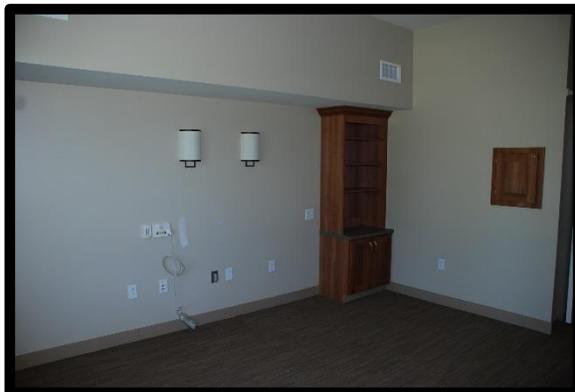
Radcliff Veterans Center Construction

KDVA began building Kentucky's fourth state veterans nursing home, the Radcliff Veterans Center, in Fall 2013 and is scheduled to open in the Fall of 2016.

The campus will serve up to 120 veterans. The campus provides 120 private rooms with private baths in four different neighborhoods built under the community living concept. Each neighborhood has three households that are home to 10 veterans.



Opening Fall 2016



CEMETERY SERVICES

One of KDVA's earliest accomplishments was to determine the need for state veterans' cemeteries in Kentucky. The USDVA funds 100 percent of construction and initial equipment for such cemeteries, and the state is responsible for continuous operating costs. KDVA applied for five new state veterans' cemeteries, and in the summer of 1999, both the Governor and the USDVA approved the pre-applications.



The Honor Guard for a service at Kentucky Veterans Cemetery West

The first state veterans' cemetery, Kentucky Veterans Cemetery West (KVCW) in Hopkinsville, opened March 1, 2004. Retired Air Force Senior Master Sergeant Richard Stanley currently serves as the Director of the facility. As of June 30, 2016, 3,348 veterans and family members have been interred at KVCW since its opening, averaging 28 interments per month.

The second state veterans' cemetery, Kentucky Veterans Cemetery Central (KVCC) Radcliff, opened June 1, 2007. Retired Army First Sergeant Charles Heater currently serves as the Director. After seven years of operation, as of June 30, 2016, 4,604 veterans and eligible family members are interred at KVCC, averaging 51 interments per month.



One of Kentucky's first veterans buried at the cemetery in Hopkinsville.

The third state veterans' cemetery, Kentucky Veterans Cemetery North (KVCN) Williamstown, opened on August 22, 2008. Retired Army First Sergeant Al Duncan is currently serving as Director of the facility. As of June 30, 2016, 1,233 veterans and eligible family members are interred at KVCN.

KDVA's fourth state veterans' cemetery, Kentucky Veterans Cemetery North East (KVCNE) opened in Greenup County on October 1, 2010. Navy veteran Frank Kees is currently serving as the Director. As of June 30, 2016, 640 veterans and eligible family members are interred, averaging 10 interments per month.

BURIAL HONORS

The Kentucky Department of Veterans Affairs operates a Burial Honors Program to ensure veterans receive burial honors at interment. The program pays a stipend to Veterans Service Organizations and burial honors programs throughout the Commonwealth to help defer costs of performing honors. The program paid \$155,900 during State FY 2016 to offset the cost to these volunteers who participate in this noble endeavor. In 2014, the Kentucky General Assembly authorized \$100,000 for burial honors each in FY 2015 and FY 2016. As of June 30, 2016, KDVA has honored 26,461 veterans through this program.

CEMETERY SERVICES

State Veterans Cemeteries Fund (637R)	
Fund Balance, Beginning of FY15	FY 2015 YTD
Carryforward	\$ 47,646.56
Additional Donations	28,780.56
Other Adjustments	1,641.00
Interest	40.19
TOTAL SOURCE OF FUNDS	78,108.31
Expenditures	\$ 26,100.44
Ending Balance	\$ 52,007.87



Kentucky Veterans Cemetery–South East Fact Sheet

Site TBA (FAI No. KY-99-03)

Size: Approximately 40 acres located in eastern Kentucky. Construction will include an administration building (~3,600 square feet), a maintenance building (~4,400 square feet) with service area, committal facility and a columbarium. Appropriate parking, road network, walking path and landscaping commensurate with the dignity and honor for a state veteran’s cemetery.

Projected use: Complement to National Cemetery System, improve service to veterans and their eligible family members, and provide service to remote locations. We are striving to meet a 75-mile radius of coverage.

Staff: Estimate four employees with an annual facility projected operating costs of \$300,000.

Services: Total interment services include:

Furnishing grave or columbarium space

Opening and closing the grave

Providing the interment site with perpetual care

Supplying a suitable marker or headstone

Qualifications for Interment: Burial in a state veterans cemetery is based on military service with an honorable or general discharge. The eligibility criteria are the same criteria for burial in VA national cemeteries. Requests for interment will be directed to staff at the cemetery where burial is sought.

Estimated Cost of construction and initial equipment: \$6.0 Million scope. State will incur acquisition costs prior to construction.

Projected Schedule:

Site Selection: **November 2012 (Leslie County)**

Architect/engineer firm selected: **TBA**

Phase A Master Planning: **TBA**

Phase B Design Development and Construction Estimate: **TBA**

Phase C Contractual Development: **TBA**

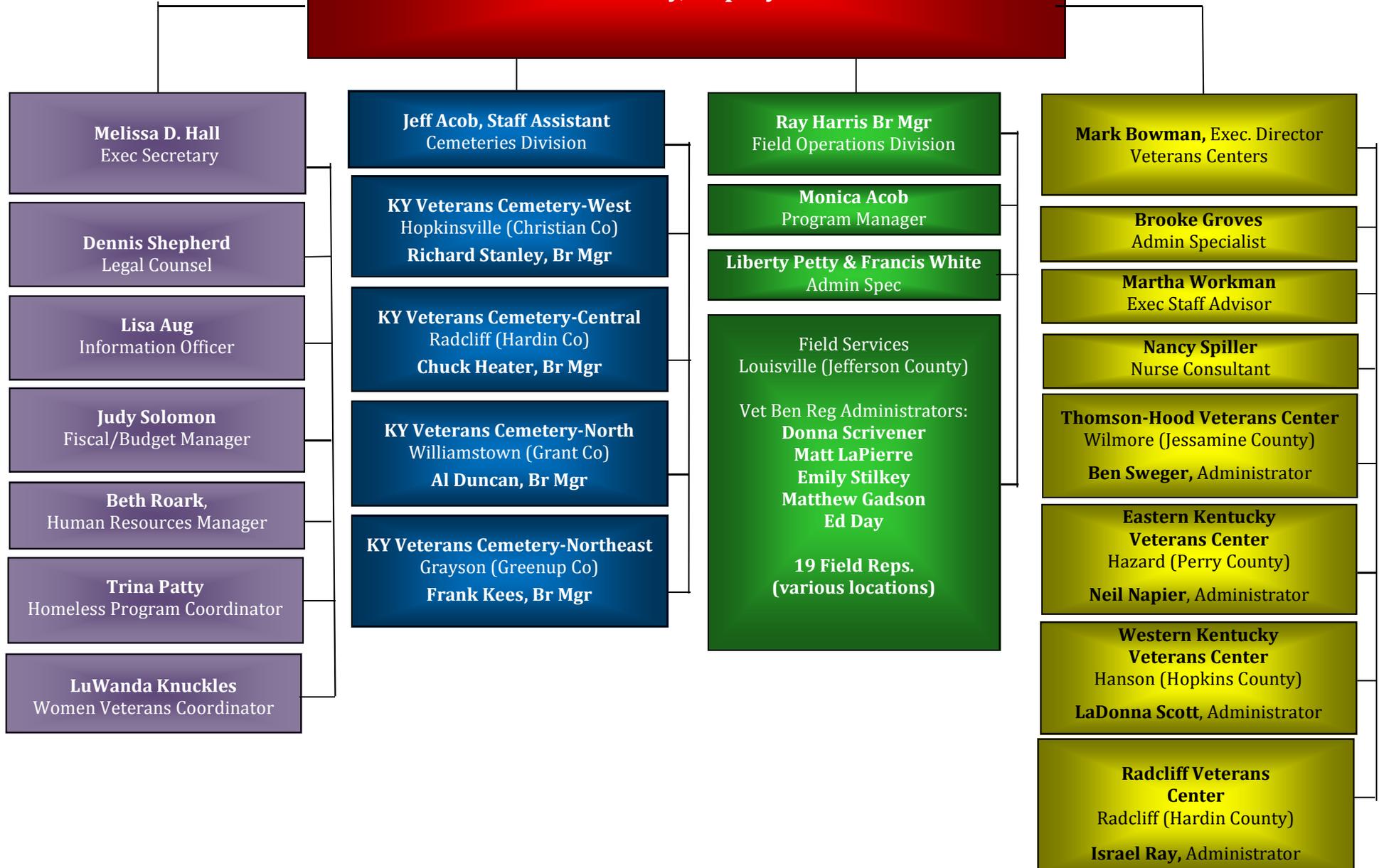
Bid/Award Contract completed: **TBA**

Construction completed: **TBA**

KENTUCKY DEPARTMENT OF VETERANS AFFAIRS

31 August 2016

Norman E. Arflack, Commissioner
Heather French Henry, Deputy Commissioner



KENTUCKY DEPARTMENT OF VETERANS AFFAIRS	
Veterans Program Trust Fund - State Funds 6307 and 6308	
Summary Fund Activity Report - Fiscal Year 2016 (July 2015 - June 2016)	
Period Ending June 2016 - FINAL YEAR END	
Fund Balance, Beginning of FY16	FY 2016 YTD
Carryforward	\$372,485.84
Receipts:	
License Plate Fees (R404)	334,058.24
Tax Check-off (R809)	41,137.00
Miscellaneous Donations (R801 & R802)	20,674.90
KECC Donations (R802)	2,541.20
Miscellaneous Deposits	500.00
Interest Income (R771)	961.10
Total Receipts:	399,872.44
TOTAL SOURCE OF FUNDS	\$772,358.28
Expenditures:	
The Home Ice City Co - ice trailer for Vietnam Traveling Wall	\$ 457.00
The Kroger Co - Vietnam Traveling Wall supplies	\$ 22.76
Quality Logo Products, Inc.	\$ 575.87
KYTC Printing (brochures/posters/signs)	\$ 508.52
Kentucky Horse Park	\$ 581.62
Alan Hyman Enterprises (Table Covers for WVP)	\$ 270.00
Athena's Sisters	\$ 8,175.00
DAV - Van	\$ 40,000.00
Flags 4 Vets	\$ 6,000.00
Marine Corp League	\$ 15,000.00
Spirit of Sophia, Inc.	\$ 500.00
Vision Works	\$ 18,000.00
Owen Funeral Home (Indigent Burial)	\$ 1,800.00
Tandy-Eckler-Riley Funeral Home (Indigent Burial)	\$ 1,000.00
Hubert Company - Yogurt Machine for WKVC	\$ 3,853.81
Sam's Club (Walmart) - Items for WVP	\$ 85.80
Cave Cremation & Funeral Service	\$ 1,600.00
Kentucky Veterans Hall of Fame	\$ 10,000.00
Veterans Outreach	\$ 6,500.00
Kentucky Foothills Therapeutic Horse	\$ 12,090.00
Homeless Veterans Trust Fund	\$ 50,000.00
Auditor of Public Accounts	\$ 9,486.00
Cardinal Office Products	\$ 195.48
NABVETS Fort Knox Chapter #70	\$ 35.00
Care Cremation & Funeral Services (Indigent Burial)	\$ 800.00
Clark Legacy Center (Indigent Burial)	\$ 800.00
Fayette County Indigent Burial Program	\$ 800.00
Alliance Funeral Home (Indigent Burial)	\$ 795.00

Adventure Promotions	\$ 1,875.30
Sheppard's Hands	\$ 6,000.00
Upside Therapeutic Riding	\$ 5,000.00
Life Adventure Center	\$ 17,612.00
Getting Peace For Those Who Served	\$ 8,000.00
Honor Flight Kentucky	\$ 20,000.00
VFW 3769	\$ 20,000.00
Gold Star Families Memorial Monument	\$ 15,000.00
Kentucky Army National Guard Memorial Fund, Inc.	\$ 25,000.00
NASWC - Registration fee for WVP	\$ 25.00
KY Transportation Cabinet - Directional Signs	\$ 36.84
Active Heros (Registration fee)	\$ 25.00
Main Street Baptist Church of Florence	\$ 1,000.00
Curtis Trophy & Engraving Co., Inc.	\$ 83.00
Western KY University - meeting space WVP	\$ 3,400.86
Looking for Lilith	\$ 700.00
Flags4Vets, Inc.	\$ 5,000.00
Kentucky Wounded Heroes, Inc.	\$ 12,000.00
Marion County Veterans Honor Guard	\$ 10,000.00
Sullivan University	\$ 4,691.61
Radcliff Veterans Center Tribute	\$ 25,000.00
Tyler Prell	\$ 3,211.00
Veterans of Foreign Wars Post 5171	\$ 25,000.00
Vision Works	\$ 15,000.00
Volunteers of America	\$ 10,000.00
TOTAL EXPENDED	\$423,592.47
Fund Balance (Cash on Hand)	\$348,765.81
State Veterans Cemeteries Fund (637R)	
Fund Balance, Beginning of FY16	FY 2016 YTD
Carryforward	\$ 52,007.87
Additional Donations	41,805.18
Other Adjustments	-
Interest	134.79
TOTAL SOURCE OF FUNDS	93,947.84
Expenditures	\$ 24,710.29
Ending Balance	\$ 69,237.55
Ending Balance	\$ 75,569.46

Source of Funds	
General Fund	
Enacted Budget	\$ 17,984,100
Total General Fund	\$ 17,984,100
Restricted Fund	
Enacted Budget	\$ 52,315,600
Total Restricted Funds	\$ 52,315,600
Total Budget	\$ 70,299,700
USE OF FUNDS	
By Fund	
General Fund	\$ 17,984,100
Cemetery, Commissioners Office Restricted Funds	\$ 820,323
Nursing Home Restricted Funds	\$ 49,785,414
Total KDVA	\$ 68,589,837
By Class	
Personnel	\$ 49,941,635
Operating	\$ 10,153,313
Grants, Loans and Benefits	\$ 6,256,371
Debt Service	\$ 169,000
Capital Outlay	\$ 2,051,537
Capital Projects Outlay	\$ 17,981
Total KDVA	\$ 68,589,837
Commissioners' Office, Field Ops, Cemeteries	\$ 5,736,723
Office of Kentucky Veterans Centers	\$ 62,853,114
Total KDVA	\$ 68,589,837

“The willingness with which our young people are likely to serve in any war, no matter how justified, shall be directly proportional as to how they perceive the veterans of earlier wars were treated and appreciated by their nation.”

- President George Washington

